



IOT Service Operations
SLA Compliance
Enterprise Level Agreements
For December 2007

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	89%	
Call Abandonment Rate	Less then 5% Abandoned	4%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	99%	
Email Response Rate	98% Response within 1 business hour	98%	
User Sampling Survey	95% Of Satisfied Customers	96%	
Resolution Of Incidents On Time	90% Calls Resolved On Time (By Grouping)	96%	

Account Management	8 Business Hours	97.6%	
Applications	16 Business Hours	93.3%	
Data Management	32 Business Hours	94.3%	
Database	32 Business Hours	97.1%	
Hardware	40 Business Hours	97%	
Operating System	24 Business Hours	97%	
Telecomm	12 Business Hours	99%	

Excluding GMIS & SIRS

Project Management

Complete By Promised Due Date	90% Within 5% of Planned Project Duration	
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Network Availability

CAN Availability (Campus Area)	24x7 Availability (99.9%)	100%	
Dial-Up Availability	24x7 Availability (99.9%)	100%	
Switch Availability	24x7 Availability (99.9%)	99.7%	
VPN Availability	24x7 Availability (99.9%)	100%	
WAN Availability (Remote Sites)	24x7 Availability (98.9%)	99.8%	

Server and Storage Administration

Overall Average Windows Server Availability		99.8%	
Citrix Server Availability	99.9% Availability	99.9%	
E-Mail Server Availability	99.9% Availability	100%	
Shared File Server Availability	99.9% Availability	99.7%	
SQL Server Availability	99.9% Availability	100%	
Web/App Server Availability	99.9% Availability	100%	

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours (98%)	98%	
New Network Account Requests	Creation Within 2 Business Days (99%)	99%	
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	100%	

- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

Run Date 1/4/2008